

User Manual

Narwal Wet Dry Vacuum S10 Pro

Product At A Glance

Check List

Wet Dry Vacuum



Main unit *1 (including roller brush *1, filter *1)



Handle *1



Self-cleaning base *1 (including cleaning tray *1)

Dear users:

Thank you for purchasing Narwal products. To access comprehensive support from Narwal, you are recommended to read carefully the manual and illustrations before using the product. Please keep the manual properly.

The manual may be updated from time to time based on product updates and user feedback. Please scan the QR code below to browse the official website and view the latest version.

In case of any problem in using the product, please contact Narwal after-sales customer service through the following ways:

Customer service email:

support@narwal.com (North America)
 support.eu@global.narwal.com (Germany)
 support.it@global.narwal.com (Italy)
 support.jp@narwal.com (Japan)
 support.fr@global.narwal.com (France)
 support.kr@narwal.com (South Korea)
 support.es@global.narwal.com (Spain)

*For other countries, please refer to the after-sales contact information provided by your local vendors

We wish you a pleasant experience!



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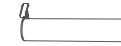


Electronic user manual
 電子取扱説明書
 전자 설명서
 Elektronisches Benutzerhandbuch
 Manuale Utente Elettronico
 Manual de usuario electrónico
 Manuel d'utilisation électronique
 Электронное руководство пользователя
 คู่มืออิเล็กทรอนิกส์
 Sổ tay điện tử
 מידריך אלקטרוני
 Elektronik Kilavuz
 Instrukcja elektroniczna

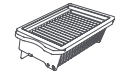
Accessories



Cleaning brush *1 (including a hook knife) (consumable items)



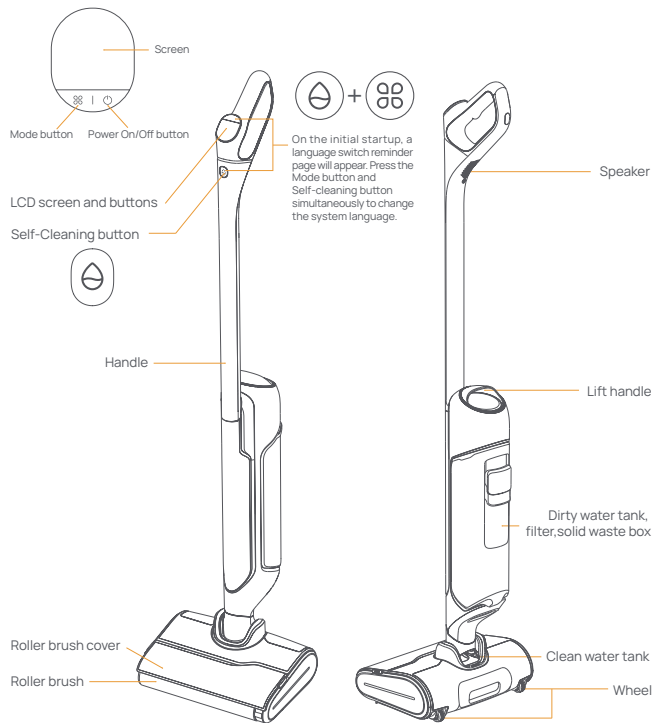
Roller brush *1 (consumable items)



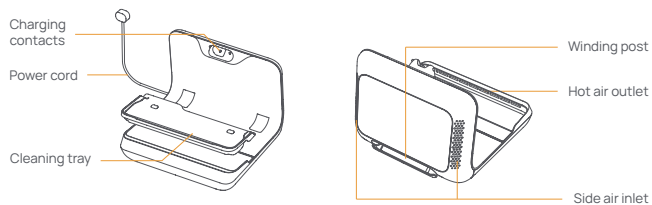
Filter *1 (consumable items)

Main Parts

Wet Dry Vacuum



Self-cleaning base

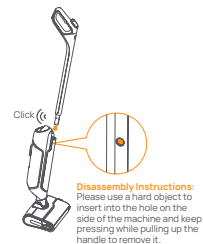


How to Use

First-time Use

How to install the handle

Insert the end of the handle vertically into the main unit until it clicks into place. Make sure the handle is firm without loosening.



Language Switch Instructions

On the initial startup, a language switch reminder page will appear. Press the Mode button and Self-cleaning button simultaneously to change the system language.

How to charge the product

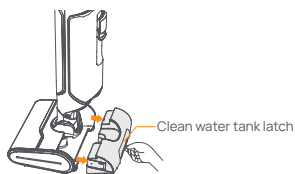
After the self-cleaning base is connected to a power supply, put the wet dry vacuum on the base. When it rings ding-dong, the screen shows the charging animation, and charging starts.



How to fill the clean water tank

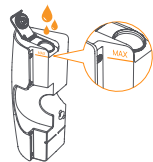
1. Take out the clean water tank

Pull out the clean water tank to take it out.



2. Add clean water

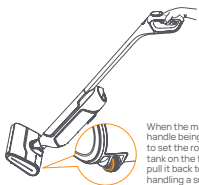
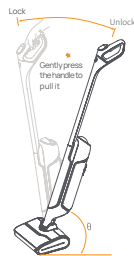
Open the sealing cover and fill water from the tank opening to the MAX line.



How to unlock and start the machine

Remove the machine from the self-cleaning base. Short press the Power On/Off button and then follow the voice prompts to slightly press and recline the handle to start cleaning (locked when $\theta > 90^\circ$). You can also recline the handle and then short press the Power On/Off button to use the machine.

When the machine is locked (the handle being upright), you can recline it to set the wheels under the clean water tank on the floor. Then you can push or pull it back to the cleaning base like handling a suitcase.



When the machine is locked (the handle being upright), you can recline it to set the rollers under the clean water tank on the floor. Then you can push or pull it back to the cleaning base like handling a suitcase.

Instructions for Use

Button functions

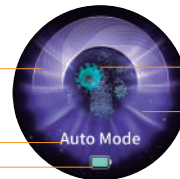
*Note: When the vacuum is on the base and the screen is dark, you can press any button to wake up the screen.

Button	Status	Functions
Power On/Off button 	When cleaning the floor	Short press: power on/pause Press and hold for 2s: power off
	During self-cleaning or drying	Short press: end the current task

Mode button 	When cleaning the floor	Short press: switch the mode (Smart/Turbo/Quiet/Suction) Press and hold: start MAX enhancement; release to end MAX enhancement
	During self-cleaning or charging with the screen on	Short press: start drying only
	During charging with the screen on	Press and hold for 2s: turn on/off voice
Self-Cleaning button 	During charging with the screen on	Short press: start self-cleaning and drying in sequence Press and hold for 2s: start self-cleaning only
Mode button+ Self-Cleaning button +	Charging/Abnormal Pause	Press the Mode button and Self-cleaning button simultaneously to change the system language.

About the screen

Shows the cleaning mode/dirt level



Electrolyzed water enabled

Water level of the clean water tank

Current cleaning mode

Remaining battery

Washer Mode



Smart Mode: Auto adaption to a variety of dirty surfaces powered by smart detection of floor dirt level and smart adjustment of suction power, clear water volume, and other indicators.



Suction Mode: Used to remove surface water.



Turbo Mode: Tailored for stubborn stains through increased water and suction power.



Quiet Mode: Suitable for relatively clean floors to deliver a noise-free experience and secure a longer battery life to clean more floors.



MAX Enhancement: During the cleaning process, when encountering extremely stubborn stains that are hard to handle, you can activate MAX enhancement by pressing and holding the mode button for maximum cleaning strength.



Low Areas Mode
When the angle between the handle and the floor is below 25°, the machine will automatically switch to the Low Areas Mode. As such areas are generally filled with lots of hairs, dust, and fluff, the machine will intelligently adjust the suction power to avoid dust floating around.

Smart dirt display



Dirt detected: The machine will detect the floor dirt level in real time. When the floor or the roller brusher is found to be dirty and the screen animation shows a yellow background, and you are recommended to clean the current location repeatedly. If the background remains yellow when the floor is already clean, you should start self-cleaning.



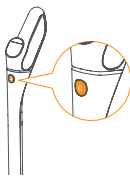
High dirt level: When the floor or the roller brush is found to be dirty and the screen animation shows a red background, and you are recommended to switch to Turbo Mode to clean the current location. If the background remains red when the floor is already clean, you should start self-cleaning as prompted or manually clean the pipe and the roller brush.

Self-cleaning and drying

Start self-cleaning and drying

- You can choose whether to start self-cleaning based on the dirt level. If necessary, put the machine on the self-cleaning base and short press the Self-Cleaning button to start self-cleaning and drying. To start self-cleaning only, press and hold the Self-Cleaning button for 2s;
- If you only need to start drying, short press the Mode button.

Note: If the machine prompts that the clean water tank is short of water, you need to fill the clean water tank to above the self-cleaning water level line before you can restart self-cleaning.



Cleaning and Maintenance

Suggested Maintenance Cycle

Main part	Part	Suggested maintenance cycle
Main Unit	Dirty water tank	Clean after every use
	Filter	Clean after every use and replace every 3-6 months
	Roller brush cover	Clean regularly on demand
	Roller brush	Clean regularly on demand and replace every 3-6 months
	Pipe	Clean regularly on demand
Self-cleaning base	Cleaning tray	Clean regularly on demand

Maintenance Methods

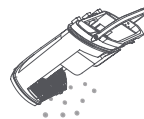
Dirty water tank

Clean after every use

- Remove the dirty water tank, filter, and solid waste box in order.



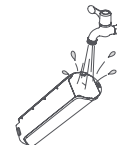
- Empty the solid waste box.



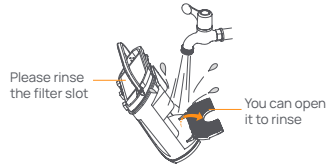
- Empty the dirty water tank.



- Rinse the dirty water tank.



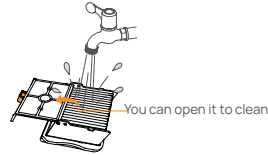
- Rinse the solid waste box and the filter slot.



Filter

Clean after every use and replace every 3-6 months

- Clean up the filter with clean water. You can open the filter cover. Shake dry the filter and then put it back into the machine for filter drying.

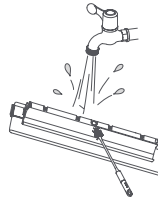
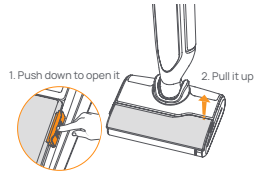


Roller brush cover

Clean regularly on demand

- Slightly press the roller brush release button to remove the roller brush cover.

- Rinse the roller brush cover with clean water.

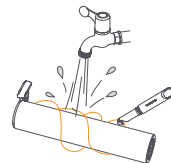
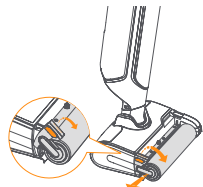


Roller brush

Clean regularly on demand and replace every 3-6 months

- Pull up the lift handle on the left of the roller brush and then pull the roller brush outwards.

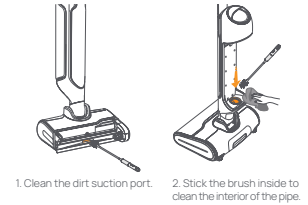
- Clean the roller brush with clean water and the cleaning brush. Use the hook knife to remove hair stuck on the roller brush.



Pipe

Clean regularly on demand

- If the machine prompts a high dirt level when the floor is free from obvious dirt and after several rounds of self-cleaning, the pipe may be dirty;
- The machine prompts that the pipe gets clogged. (Use the cleaning brush to clean the pipe for the above two situations)

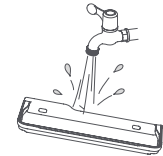
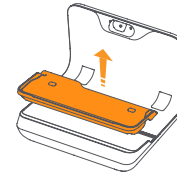


Cleaning tray of the self-cleaning base

Clean regularly on demand

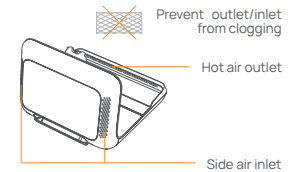
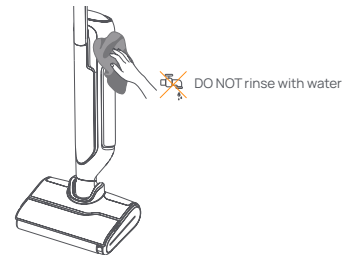
- Remove the cleaning tray from the self-cleaning base.

- Clean the tray and put it back into the self-cleaning base.



Wet dry vacuum and self-cleaning base

- To ensure optimal performance, you are recommended to maintain all parts regularly;
- Before cleaning any part, please turn off the machine and unplug the power cord;
- Use a clean and dry cloth to scrub clean the machine and the base and prevent water ingress into electrical components;
- Make sure that the air inlet and hot air outlet of the self-cleaning base are free from clogs.



Problem Analysis and Troubleshooting

FAQ

In case of any fault when the product is working (no action or fault prompt on the screen or via voice), please refer to the following table:

Problem	Description	Possible causes	Remedies
Unable to turn on or charge the machine	The product cannot start charging/there is no prompt/the product fails to work properly.	The self-cleaning base is not connected to a power source.	Make sure the self-cleaning base has a proper power supply. If not, plug the power cord again and then put the machine on the base for charging.
		The product runs out of battery.	Please put the machine back onto the self-cleaning base for charging.
		The product has poor contact with the self-cleaning base.	Check whether the charging contacts of the base are covered with dirt or fail to pop and whether the charging contacts of the product are covered with dirt. If so, please unplug the power cord and turn off the product, then clean the charging contacts and try again.
Unable to start cleaning	The screen functions properly, but the product does not perform cleaning tasks.	The product is locked.	Please recline the handle to start cleaning.
Part not installed or not in place	The product pauses and broadcasts "Filter of the dirty water tank not in place. Please install it and check the dirty water tank." The outer ring of the screen keeps flashing red.	The dirty water tank is not installed or not in place.	Confirm whether the filter is installed and whether the dirty water tank is in place.
		The roller brush is not installed or not in place.	Confirm whether the roller brush is in place. If not, please install it and try again.
Full dirty water tank	The product pauses and broadcasts "Dirty water tank full. Please empty it." The outer ring of the screen keeps flashing red.	The dirty water tank is full.	Empty and clean the dirty water tank and then put it in place.
Clean water tank short of water	The product pauses and broadcasts "Clean water tank short of water. Please refill it." The outer ring of the screen keeps flashing red.	The clean water tank is short of water.	Fill the clean water tank with clean water, put it in place, and try again.

Stuck roller brush	The product pauses and broadcasts "Roller brush stuck. Please clean it." The outer ring of the screen keeps flashing red.	The roller brush fails to work properly because it is stuck by hair or other foreign objects.	Please remove the roller brush to check if there is any foreign matter blocking it. If yes, clean the roller brush and put it back in place.
High dirt level	The product broadcasts "Dirty roller brush detected. You are recommended to put it back to the base for self-cleaning." The outer ring of the screen flashes red for 5s.	The product's dirt sensor detects a consistently high dirt level.	Place the product back onto the base for self-cleaning. If the problem persists after self-cleaning, you can try to clean the dirty water pipe with the cleaning brush.
Pipe clogging	The product pauses and broadcasts "Pipe clogged. Please manually clean the pipe and the roller brush." The outer ring of the screen keeps flashing red.	The product's pipe is clogged.	Use the cleaning brush to clean the pipe and the dirt suction port.
Base overflowing	Self-cleaning pauses and the product broadcasts "Base overflowing. Please clean and air dry the base." The outer ring of the screen keeps flashing red.	Lots of water builds around the base and runs across it.	To avoid electric shock, the product and the base will turn themselves off and report the problem. Please clean and air dry the base timely and contact customer service.

Fault Warning

When the product reports the error on the screen or by voice, it indicates that there is a fault. Please use your phone to scan the QR code and contact customer service for help.

Voice prompt	Remedies
Operation fault. Please contact customer service	Please contact customer service or technical support for more help.
1. If the troubleshooting steps provided in the table above are not effective, you can contact Customer Service via email or reach out to your local purchase channel for contact information. Alternatively, you can scan the QR code on the official website to access more information and assistance; 2. Please use the product as instructed in the manual, and any loss caused by improper use shall be borne by the user	

Other Questions and Answers (Q&A)

Q: Can I rinse the product with water?

A: There are electrical components in the main unit, handle, and self-cleaning base, and they cannot be soaked in or rinsed with water. Detailed maintenance guidelines can be found in the "Cleaning and Maintenance" section in the manual.

Q: Why are there water stains on the floor after the product is turned off?

A: When you pause or turn off the product after cleaning, the fan will continue to work for a while to ensure that the floor and pipes are dry without water stains. It is recommended that you move the product after the fan stops completely.

Q: Why are my floors getting dirtier when the product is working?

A: It is possibly because the floors are too dirty and there is too much dirt on the roller brush, so it is recommended that you put the product back on the base for self-cleaning.

Q: Why does the product lose suction power after a period of time?

A: It is recommended that you remove and wash the roller brush cover, roller brush, pipe, and filter as there may be stubborn stains and waste residue affecting the normal performance of the product.

Q: The roller brush remains wet after self-cleaning and drying. Is the base not performing the drying task?

A: The product will automatically start hot air drying for 30 to 45 minutes after self-cleaning is completed. Please do not take out the product or the roller brush during the process, otherwise, the base will stop drying or the roller brush is not dried enough. Please check whether the roller brush is too dirty, or the space between the roller brush and the cover is clogged. If so, the drying effect may be affected. Please clean up the dirt before starting drying. The drying effect will be affected by the ambient humidity. If you are in a relatively wet region or season, a single drying cycle for the roller brush may not produce the best results. It is recommended to repeat drying.

Q: Why does the roller brush suddenly stop rotating when the product is working?

A: Please check whether the roller brush is entangled with or the space between the roller brush and the cover is clogged with foreign objects, causing the roller brush to stop rotating. You can turn off the product and remove the roller brush cover and the roller brush to clear the foreign objects. It is recommended to put away the data cables, plastic bags, and shoelaces on the floor before cleaning, to prevent them from entangling the roller brush and stopping its rotation, which may damage both the product and items on the floor.

Q: Why does the product keep warning that "Dirty water tank full. Please clean up the dirty water tank" when the dirty water tank is not full and the MAX water level is not yet reached?

A: Please check whether the solid waste box in the dirty water tank is full of waste, or whether the product draws in easy foaming liquids (laundry detergent, detergent, urine, etc.). In case of the above problems, please clean up the dirty water tank and the roller brush immediately, and then try again.

Q: There are three lines below the MAX water level of the dirty water tank. What are they?

A: They are the full water detection line under different working conditions. During cleaning, the liquid in the dirty water tank will tilt when the product tilts. To prevent overflowing, the product will prompt that the dirty water tank is full even when the water is below the lines, which is normal.

Q: Why does the product keep prompting that "High dirt level detected. Please put the product back onto the base for self-cleaning" after self-cleaning is completed?






A: There is residual dirt in the pipe for the product has not been cleaned and maintained for a long time. You are recommended to clean the pipe with the cleaning brush.

Specifications

Parameters

Wet Dry vacuum	Self-cleaning base
Dimensions: 273*255*1172 mm	Dimensions: 305*309*237 mm
Color: White	Color: White
Weight: ≈4.4 kg (empty water tank)	Weight: ≈2.6kg
Battery: 4000 mAh	Rated input: (refer to the Base Nameplate)
Rated input: 27V --- 1.2A	Rated output: 27V --- 1.2A
/	Rated power: 28W-158W
/	Rated frequency: 50Hz-60Hz

Bluetooth (Wet Dry Vacuum)	Battery (Wet Dry Vacuum)
Protocol: BLE 5.0	Battery Type: Rechargeable Li-ion Battery
Frequency Range: 2402-2480MHz	Battery Pack Quantity Per Pack: 1 pcs
Max. Transmitter Power (EIRP): $\leq 10\text{dBm}$	Quantity of Battery Cells Per Battery Pack: 6 pcs
/	Rated Capacity, Rated Energy: 3600mAh, 77.76Wh
/	Nominal Voltage: DC 21.6V

	Direct current
	Alternating current
	Class II equipment
	For indoor use only.
	Before charging, read the instruction.



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